

UNITED STATES OF AMERICA  
POSTAL REGULATORY COMMISSION  
WASHINGTON, D.C. 20268-0001

Removal of Customized Postage  
from the Mail Classification Schedule

Docket No. MC2020-126

CHAIRMAN'S INFORMATION REQUEST NO. 1

(Issued May 20, 2020)

On May 1, 2020, the Postal Service filed a formal request to remove Customized Postage from the Mail Classification Schedule (MCS).<sup>1</sup> To assist in the evaluation of the requested product deletion, the Postal Service is requested to provide written responses to the following questions. The responses should be provided by May 27, 2020.

1. Please complete the following chart with more information regarding historic Customized Postage information. Please provide or link to source documents.

Fiscal Year	Number of Authorized Vendors	Volume (Pieces of Postage Sold)	Revenue
2015			
2016			
2017			
2018			
2019			

2. Please refer to the Postal Service's response to Chairman's Information Request No.1 in Docket No. MC2009-19.<sup>2</sup> There, the Postal Service asserted that the

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<sup>1</sup> Request of the United States Postal Service to Remove Customized Postage from the Mail Classification Schedule, May 1, 2020 (Request).

<sup>2</sup> Docket No. MC2009-19, Responses of the United States Postal Service to Chairman's Information Request No. 1, May 29, 2009 (Docket No. MC2009-19 CHIR No. 1).

Customized Postage program furthered objectives 2 and 5 of 39 U.S.C. § 3622(b) by increasing postal revenue and encouraging increased mail volume, and enhanced relative value to postal customers consistent with factor 8 of 39 U.S.C. § 3622(c). See Docket No. MC2009-19 CHIR No. 1, question 4. Please reconcile these statements with the Postal Service's current assertion that "none of the factors and objectives of 39 USC § 3622 are directly applicable" to the Customized Postage program. Request at 4.

3. Please provide more specific examples of customer complaints concerning the eligibility for the Customized Postage program. See *id.* at 2.
4. Please provide specific examples of legal disputes centered on the Customized Postage program. See *id.*
5. Please provide specific information supporting the Postal Service's view that Customized Postage represents a risk to its brand interests. See *id.* at 4.
6. Please provide specific examples of quality issues experienced in the Customized Postage program. See *id.* at 3.
7. Please provide the following information regarding authorized vendor participation in the Customized Postage program:
  - a. Please identify the number of vendors, if any, that have voluntarily withdrawn from the Customized Postage program. Please provide the year in which the voluntary withdrawal occurred. Please identify any reason(s) provided by the vendor(s) for voluntary withdrawal.
  - b. Please identify the number of vendors, if any, that have been involuntarily removed from the Customized Postage program. Please provide the year in which the removal occurred. Please identify the reason(s) for their removal.
  - c. Please identify what proportion, if any, of the declining vendor participation in the Customized Postage program is due to industry consolidation. See *id.* at 3.

8. Please provide support for the assertion that “the impact to consumers and small businesses will be minimal.” *Id.* at 3. In particular, please explain how the alternatives offered by the Postal Service fulfill the market niche currently offered by the Customized Postage program.

By the Chairman.

Robert G. Taub